

ROWAN COUNTY HUMAN RESOURCES

JOB DESCRIPTION

Job Title : Transportation Technician
Department: Social Services
Revised : January 2013

Class : Paraprofessional
FLSA : Non-exempt

This job description supersedes any prior description for the Transportation Technician classification.

GENERAL DESCRIPTION

Supportive role to the Income Maintenance Division involving the determination of eligibility for Medicaid Transportation assistance and arranging for transportation to Medicaid covered services for authorized Medicaid recipients if the recipient is unable to arrange and/or pay for transportation. Work is performed under the general supervision of an IM Supervisor II. Work is reviewed through observation, evaluation, and periodic conferences.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Determines eligibility for Medicaid Transportation assistance by completing an assessment interview with Medicaid recipients to determine if transportation can be provided, the type of transportation needed, the destination of the transportation to be provided, and how the transportation assistance will be paid.

Arranges for transportation to Medicaid covered services for authorized Medicaid recipients by the least expensive means most suitable to the recipient's needs; considers best mode of transportation based upon any special needs of the recipient including wheelchair bound, disabled persons needing an attendant, language barriers, medical restrictions established by the recipient's physician, etc.

Coordinates the scheduling with transportation providers approved and under contract with Social Services to meet the recipient's needs.

Reviews and ensures billing statements from transportation providers are accurate and reflect the agreed upon charges stipulated in each provider's contractual agreement; communicates with transportation providers and recipients to resolve discrepancies found.

Maintains and updates a listing of all available transportation services including free transportation provided within the community and costs and schedules of other transportation services including buses and volunteer organizations provided within the community.

Maintains a log of all recipients approved for transportation assistance, tracks "no-shows" and "deadhead miles", and the cost approved via the provider contract to ensure the County is not paying for services in error.

Completes vendor vouchers and submits the voucher to accounting staff for payment disbursement; resolves any discrepancies in amounts billed and makes necessary corrections.

Arranges for a new transportation provider or terminates transportation assistance completely when the recipient's behavior or conduct results in dismissal from services either from the transportation provider or the medical provider.

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Prepares hearing summaries and all documentation and policies needed when the recipient requests an appeal to the termination of transportation assistance; schedules a local hearing officer and provides testimony during the local and/or state hearing.

Prepares and maintains a variety of monthly statistical reports.

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the laws and regulations related to eligibility for Medicaid Transportation Assistance.

Knowledge of and the ability to use various computer software programs including Microsoft Office Word and Excel.

Ability to communicate effectively with the public, both orally and in writing.

Ability to understand the needs and problems of clients and to resolve issues presented.

Ability to organize materials.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee is not substantially exposed to adverse environmental conditions or hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and two years of paraprofessional or clerical public contact experience which should have included interviewing, explaining information, gathering and compiling of data, analysis of data, and/or the performance of mathematical tasks; or an equivalent combination of training and experience. Computer skills are needed.

**This job description does not create an employment contract,
implied or otherwise.**